

ANDOVER HOUSING AUTHORITY

Receptionist/Office Assistant

Position: Receptionist/Office Assistant

Immediate supervisor: Under the general direction of the Program Manager or as directed by the Executive Director.

Job Description:

The role of the receptionist is to work in an interactive manner with residents, applicants, vendors, staff, and the public by answering phones and greeting walk-in guests in a friendly way to maintain positive relationships. This includes the performance of general administrative office tasks in support of the achievement of the Authority's goals and objectives.

Duties and Responsibilities

- Assist the Authority in day-to-day operations including, answer telephones, tenant/ applicant questions, and greet visitors in a business-like, friendly, positive, professional manner and direct to appropriate department staff.
- Maintain current and accessible resource information and applications in the lobby area.
- Receive and distribute incoming documents to appropriate staff.
- Send, receive and input public housing and Section 8 applications to waitlist.
- Maintain information logs.
- Maintains tenant lists and parking lists for each development.
- Collects eligibility information for all applicants.
- Assist with the tenant selection and qualification process on CHAMPS.
- Determines initial eligibility for applicants.
- Reviews emergencies and standard applications in accordance with EOHLC regulations
- Handle the ROBO call system for any outgoing notices to tenants.
- Perform other routine clerical assignments including filing, copying, scanning, uploading, faxing, mailing, and typing documents, assisting program staff as needed.
- Sort and distribute incoming mail.
- Maintenance of housing waitlists using the Massachusetts Common Housing Application for Massachusetts Programs system (CHAMP) and the Authority's internal software.
- Respond to general inquiries and provide accurate information related to available programs, and resources available in the community.
- Receive and accurately input work-order requests.
- Maintain Inventory of assets
- Prepare weekly reports on all requests for maintenance indicating incomplete/ complete work orders.
- Keep front office supplies in order including maintaining paper in copy machines.
- Perform all other related duties as requested in support of all departments.
- Providing front desk customer service: courteously making and responding to telephone calls and email contacts.
- Scheduling and confirming appointments for office staff and pest control.
- Data-entry, preparing reports and other documents.
- Any other duties or tasks as assigned.

Qualifications

- Successfully passed a drug, physical exam, CORI and employment background check.
- Must have excellent customer service skills.
- Effective computer literacy skills including but not limited to working knowledge MS Office and Outlook.
- Must have excellent written and oral communication skills and ability to understand and conduct oral and written instructions.
- Must be well organized and accurate in data entry.
- Must be able to work well with people of diverse backgrounds: applicants, residents and staff.
- Must exercise good judgement in maintaining confidentiality of all programs and work-related duties.
- Must possess a minimum of a high school or GED.

Physical requirements

- Must have ability to walk hallways and offices and walk up and down stairs and lift and/or move up to 25lbs. unassisted